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09/844,394	04/27/2001	Michael Wayne Brown	AUS920010106US1	1339

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EXAMINER

CHUONG, TRUC T

ART UNIT

PAPER NUMBER

2174

DATE MAILED: 03/12/2004

Please find below and/or attached an Office communication concerning this application or proceeding.

## Office Action Summary

Application No.

09/844,394

Applicant(s)

BROWN ET AL.

Examiner

Truc T Chuong

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-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

### Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If the period for reply specified above is less than thirty (30) days, a reply within the statutory minimum of thirty (30) days will be considered timely.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

### Status

- 1) ☐ Responsive to communication(s) filed on \_\_\_\_.
- 2a) ☐ This action is **FINAL**. 2b) ☒ This action is non-final.
- 3) ☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

### Disposition of Claims

- 4) ☒ Claim(s) 1-37 is/are pending in the application.
- 4a) Of the above claim(s) \_\_\_\_ is/are withdrawn from consideration.
- 5) ☐ Claim(s) \_\_\_\_ is/are allowed.
- 6) ☒ Claim(s) 1-37 is/are rejected.
- 7) ☐ Claim(s) \_\_\_\_ is/are objected to.
- 8) ☐ Claim(s) \_\_\_\_ are subject to restriction and/or election requirement.

### Application Papers

- 9) ☐ The specification is objected to by the Examiner.
- 10) ☐ The drawing(s) filed on \_\_\_\_ is/are: a) ☐ accepted or b) ☐ objected to by the Examiner.  
Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).  
Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).
- 11) ☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

### Priority under 35 U.S.C. § 119

- 12) ☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
- a) ☐ All b) ☐ Some \* c) ☐ None of:
- ☐ Certified copies of the priority documents have been received.
  - ☐ Certified copies of the priority documents have been received in Application No. \_\_\_\_.
  - ☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

\* See the attached detailed Office action for a list of the certified copies not received.

### Attachment(s)

- 1) ☒ Notice of References Cited (PTO-892)
- 2) ☐ Notice of Draftsperson's Patent Drawing Review (PTO-948)
- 3) ☐ Information Disclosure Statement(s) (PTO-1449 or PTO/SB/08)  
Paper No(s)/Mail Date \_\_\_\_.
- 4) ☐ Interview Summary (PTO-413)  
Paper No(s)/Mail Date. \_\_\_\_.
- 5) ☐ Notice of Informal Patent Application (PTO-152)
- 6) ☐ Other: \_\_\_\_.

## DETAILED ACTION

### *Claim Rejections - 35 USC § 102*

1. The following is a quotation of the appropriate paragraphs of 35 U.S.C. 102 that form the basis for the rejections under this section made in this Office action:

A person shall be entitled to a patent unless –

(e) the invention was described in (1) an application for patent, published under section 122(b), by another filed in the United States before the invention by the applicant for patent or (2) a patent granted on an application for patent by another filed in the United States before the invention by the applicant for patent, except that an international application filed under the treaty defined in section 351(a) shall have the effects for purposes of this subsection of an application filed in the United States only if the international application designated the United States and was published under Article 21(2) of such treaty in the English language.

2. Claims 1-37 are rejected under 35 U.S.C. 102(e) as being anticipated by Grewal et al. (U.S. Patent No. 6,691,159 B1).

As to claim 1, Grewal teaches a method for obtaining assistance in a search for information, on a data processing system, the information concerning a subject area, the method comprising the steps of:

requesting an interactive expertise session (interact with a group of experts, col. 1 lines 39-59, col. 2 line 59-col. 3 line 8, and figs. 5-7), wherein the request for the interactive expertise session is received from a live help selection option located on a browser graphical user interface (col. 2 line 58-col. 3 line 8, and col. 3 lines 40-67, and figs. 5-7);

responsive to the request for the interactive expertise session, receiving an electronic page related to the subject area and a communication interface (requested information, col. 3 lines 1-14, and figs. 5-7); and

displaying generated interactive expertise, wherein the generated interactive expertise is simultaneously displayed upon both the communication interface and the electronic page

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(interactive section and requested information are simultaneously displayed on an user interface, col. 3 lines 32-col. 4 line 46, and figs. 5-7).

As to claim 2, Grewal teaches the method as recited in claim 1, wherein the generated interactive expertise displayed upon the communication interface is a communication between a requestor of the interactive expertise and a supplier of the interactive expertise (the contact areas where users, experts, and system owners communicate with each other on related topic, col. 3 lines 32-col. 4 line 46, and figs. 5-7).

As to claim 3, Grewal teaches the method as recited in claim 2, wherein the communication between a requestor of the interactive expertise and a supplier of the interactive expertise is at least one of an electronic mail message and an instant messenger message service (email, chat, and instant message, col. 3 line 53-col. 4 line 5).

As to claim 4, Grewal teaches the method as recited in claim 2, wherein the communication between the requestor of the expertise and the supplier of the expertise is at least one of textual communication and audible communication (email, col. 3 line 53-col. 4 line 5).

As to claim 5, Grewal teaches the method as recited in claim 1, wherein the request for the interactive expertise is from a client machine (a specific selection is sent to server system, col. 4 lines 46-63).

As to claim 6, Grewal teaches the method as recited in claim 1, wherein generation of the interactive expertise is from a server (Servers storing information are integrated with server system and can be accessed by potential users, col. 2 lines 22-58).

As to claim 7, Grewal teaches the method as recited in claim 6, wherein the server is an expert web server (Web-based system, col. 3 lines 15-45).

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As to claim 8, Grewal teaches the method as recited in claim 1, wherein simultaneously providing a communication interface and a electronic page display is provided on the graphical user interface (interactive section and requested information are simultaneously displayed on an user interface, col. 3 lines 32-col. 4 line 46, and figs. 5-7).

As to claim 9, Grewal teaches the method as recited in claim 1, wherein the generated interactive expertise displayed upon the electronic page display is transmitted from a generator of the interactive expertise (the contact areas where users, experts, and system owners communicate with each other on related topic, col. 3 lines 5-65, and figs. 5-7).

As to claim 10, Grewal teaches the method as recited in claim 1, further comprising:  
upon termination of the interactive expertise session, calculating a charge for the interactive expertise session; and displaying the charge to the requestor of the interactive expertise session (expert pool indicator shows history of previous user interactions, col. 4 lines 34-45).

As to claim 11, Grewal teaches the method as recited in claim 10, wherein the requestor of the expertise session is charged for the expertise on a predetermined basis which includes at least one of a flat fee basis, a time basis and a commission basis (average response time, col. 3 lines 58-65).

As to claim 12, Grewal teaches the method as recited in claim 1, further comprising:  
matching a requested area of expertise within an area of a supplier of the expertise; and generating the expertise based on results of the matching (keyword match, col. 4 lines 11-45).

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As to claim 13, Grewal teaches the method as recited in claim 12, wherein matching a requested area of expertise within an area of the supplier of the expertise is matched to a plurality of suppliers of the expertise (keyword match, col. 4 lines 11-45).

As to claim 14, Grewal teaches the method as recited in claim 13, further comprising:  
determining which of the plurality of suppliers of the expertise is available; and  
connecting an available supplier of the expertise to the requestor of the expertise (different requests for different experts, col. 4 lines 11-58).

As to claim 15, Grewal teaches the method as recited in claim 1, wherein the electronic page display is at least one Internet web page (figs. 5-7).

As to claim 16, Grewal teaches the method as recited in claim 1, wherein the generated expertise is generated using a Internet search engine (navigate and search information using Web-based system, col. 3 lines 15-45).

As to claim 17, it is individually similar in scope to claim 1 above; therefore, rejected under similar rationale.

As to claim 18-20, they are similar in scope to claims 5-7 above; therefore, rejected under similar rationale.

As to claim 21, Grewal teaches the method as recited in claim 17, further comprising:  
selecting a second electronic page having a content from the plurality of electronic pages (hypertext links, col. 3 lines 15-65, and figs. 4-7);

replacing the first electronic page with the second electronic page (first time user and generic page, col. 3 lines 21-26);

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simultaneously displaying the second electronic page and the communication interface (col. 3 lines 15-30, and figs. 4-7); and

transmitting generated interactive expertise based on the subject area, wherein the generated interactive expertise utilizes both the second electronic page and the communication interface (figs. 4-7).

As to claim 22, Grewal teaches a method for assigning an expert in a search for information on a data processing system, the method comprising the steps of:

registering an expert with a web server on the data processing system; providing characteristics of the registered expert, wherein the characteristics of the registered expert are stored in a database; and locating the registered expert to provide assistance in the search for information based on the stored characteristics (biographical data, col. 4 lines 11-63).

As to claim 23, this is a system claim of method claim 1. Note the rejection of claim 1 above.

As to claim 24, this is a system claim of method claim 17. Note the rejection of claim 17 above.

As to claim 25, this is a system claim of method claim 22. Note the rejection of claim 22 above.

As to claim 26, this is a system claim of method claim 1. Note the rejection of claim 1 above.

As to claim 27, this is a system claim of method claim 10. Note the rejection of claim 10 above.

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As to claim 28, this is a system claim of method claim 12. Note the rejection of claim 12 above.

As to claim 29, this is a system claim of method claim 17. Note the rejection of claim 17 above.

As to claim 30, this is a system claim of method claim 21. Note the rejection of claim 21 above.

As to claim 31, this is a system claim of method claim 22. Note the rejection of claim 22 above.

As to claims 32-37, they are computer program product claims of method claims 1, 10, 12, 17, 21, and 22. Note the rejections of claims 1, 10, 12, 17, 21, and 22 above respectively.

### ***Conclusion***

3. The prior art made of record and not relied upon is considered pertinent to applicant's disclosure.

England (U.S. Patent No. 6,144,991) teaches interactive help sections, email, GUI, simultaneously displays, and Web browser (cols. 7-33, figs. 3, 5, 6, 7-11, and 24).

Strahorn et al. (U.S. Patent No. 5,933,140) teaches interactive help sessions, web links, GUI, and expert information (cols. 1-4 and fig. 3).

Any inquiry concerning this communication or earlier communications from the examiner should be directed to Truc T Chuong whose telephone number is 703-305-5753. The examiner can normally be reached on M-Th and alternate Fridays 8:30 AM - 5:00 PM.



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If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Kristine L. Kincaid can be reached on 703-308-0640. The fax phone number for the organization where this application or proceeding is assigned is 703-872-9306.

Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see <http://pair-direct.uspto.gov>. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free).

Truc T. Chuong

03/02/04

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